# Systems

Learn which systems to use for what and where. And how to get help when you need it.


Employee Use of Electronic Systems and Communications 2

Store systems are to be used for business purposes only.

Apple Internal Software 3

This software is only for downloading to and using on Apple Owned Unit (AOU) systems for Apple business purposes.

Apple Owned Unit (AOU) Systems 5

Apple Owned Unit (AOU) systems are provided to Business Leaders, Store Leaders, and above for Apple business purposes only.

In-Store Use (ISU) 7

In-Store Use (ISU) devices are used by store teams for daily operations.

IS&T Equipment 8

IS&T equipment is non-inventoried equipment provided by IS&T for daily operations.

Store Network Rack 10

The network rack contains network and audio/video equipment that is critical to the business operation of the store.

In-Store Use iPhones 12

Each iPhone for in-store use (ISU) has been allocated to a specific team for a specific purpose.

Store Phones 14

All store phone services, including new service, changes to existing service, billing, and voicemail, are handled by IS&T.

Reporting System Issues 15

If you experience technical difficulties with any in-store system, including telephones, IS&T is here to help.

Request System Access 17

Provisioning is the process used to give access to the systems, applications, and reports we use in our stores to help us enrich the lives of our customers.

# Employee Use of Electronic Systems and Communications

Store systems are to be used for business purposes only.

## General Overview

Inappropriate use of email, regular mail, equipment, computers, storage devices, recording devices, networks, and electronic systems may result in disciplinary action, up to and including termination of employment.

### Do

- All employees must read and understand the Employee Use of Electronic Systems and Communications policy on HRWeb.
- Ensure all Apple business is performed on a secured system: ISU systems on the secure BOH network and AOU systems on secure VPN. (Refer to Apple Owned Unit (AOU) Systems section of this document for AOU systems eligibility.)
- VPN Remote Access is available to only Stores Leaders and above.

# Apple Internal Software

This software is only for downloading to and using on Apple Owned Unit (AOU) systems for Apple business purposes.

## General Overview

Apple internal software that is site-licensed to Apple is available on the IS&T website for download and use. Only Business Leaders, Store Leaders, and above who are given an Apple Owned Unit (AOU) computer, are permitted to download and use Apple's site-licensed software. This also applies to software available on IS&T Web that is developed by Apple and any serial numbers that are required to install and use these applications.

### Do

- Only Business Leaders, Store Leaders, and above who are provided an AOU computer or iOS device are permitted to download and use Apple's site-licensed internal software.

### Do Not

- Do not download, use, or share any Apple site-licensed software on any device other than AOU systems.
- Do not download unauthorized software to any AOU or In-Store Use (ISU) system. This includes but is not limited to, the manager's iMac, the receiving iMac, employee kiosk, Time and Attendance/KTA iMac, Family Room Genius systems, floater laptops, etc.
- Do not download or burn updates, programs, applications, or drivers that have a cost associated with them for yourself or customers. This includes up-to-date CDs that are available to purchase or licensing agreements that prohibit download and copy (including music and music samples from iTunes and the iTunes Store, even for demonstration purposes). Downloading or burning these is against policy and the law.
- Never store confidential Apple materials on personal accounts, including iCloud. Use Attaché to share documents with other Apple employees securely.
- Do not sync Apple Confidential data through iCloud or Apple business information through any third-party cloud service.

## Additional Resources

- See the Software Use Policy on IS&T Web.
- See iCloud Employee Services on IS&T Web.
- See the Employee Use of Electronic Systems and Communications policy on HRWeb.

# Apple Owned Unit (AOU) Systems

Apple Owned Unit (AOU) systems are provided to Business Leaders, Store Leaders, and above for Apple business purposes only.

## General Overview

Apple Owned Unit (AOU) devices are provided to Market Directors, Market Leaders, General Managers, Store Leaders, and Business Leaders only. These devices are not part of the store's inventory and are subject to search. Apple monitors facilities and equipment to promote safety, prevent unlawful activity, investigate misconduct, manage information systems, comply with legal guidelines, and for other business purposes.

### Do

- If requested by a manager or authorized personnel (e.g., security), present the device for search.
- Review the Employee Use of Electronic Systems and Communications policy on HRWeb below before using your AOU devices.
- AOU devices remain the property of Apple and must be returned in useable condition on an employee's last day.

### Do Not

- Do not count AOU devices as part of the store's in-store systems (ISU) inventory.
- Do not replace unusable AOU devices in the store with store inventory.
- Do not pull inventory from your store for AOU use.
- Employees who are not a Market Director, Market Leader, General Manager, Store Leader, or Business Leader are not assigned AOU devices.

## Additional Resources

- View the Employee Use of Electronic Systems and Communications policy on HRWeb.

## Procedure

1. Store Leaders and above: Work with your Retail Assistant for your AOU order upon hire.
2. Repair
   - Mac or iPhone: Visit Hardware Repair on IS&T Web and AOU Repairs for Apple Employees in Retail Stores on GSX Article ID RS77 for information on how to get your equipment back into working condition.
3. Upgrades and Replacements
   - Upgrades should only occur if the device is over 2.5 years old or if repair is not an option.
   - All upgrades and replacements require approval from the Market Director. Store Leaders and above, partner with your Retail Assistant for new orders, upgrades, and replacements.
   - Do not pull store inventory for new AOU upgrades or replacement; partner with your Retail Assistant.
4. Lost or Stolen
   - AOU systems that are lost or stolen can be replaced with approval from your Market Director. Partner with your Retail Assistant on reporting and replacing lost or stolen systems.

# In-Store Use (ISU)

In-Store Use (ISU) devices are used by store teams for daily operations.

Refer to the ISU Management Guide on RetailMe for complete ISU guidance.

# IS&T Equipment

IS&T equipment is non-inventoried equipment provided by IS&T for daily operations.

## General Overview

Retail I/O (Rio) and EasyTrack should be used to manage and track IS&T equipment. The following IS&T equipment is tracked in Rio:

- Payment devices
- Isaac sleds
- Isaac charging stations
- Thermal receipt printers
- Zebra label printers
- USB barcode scanners
- Cash drawers

### Do

- Open a ticket with the IS&T HelpLine for assistance with damaged, malfunctioning, or DOA IS&T equipment.
- Track all IS&T equipment in Rio.
- Use EasyTrack to check Argon enabled devices in and out for daily use.
- Conduct monthly audits comparing IS&T equipment physically on hand to what is in Rio.
- Use Retail Monitoring Dashboard (RMD) to locate and monitor online status of Zebra printers, EasyPay printers, and other devices. To access RMD, go to http://rxxx-istrs-imaging.rtl.apple.com (where rxxx represents your store number).

### Do Not

- Do not discard damaged, malfunctioning, or DOA equipment without approval from IS&T.
- Do not delay contacting IS&T about damaged, malfunctioning, or DOA equipment.
- Do not attempt an unauthorized repair or tamper with device.

## Additional Resources

- See Protecting Payment Devices on RetailMe for more information.
- See Retail Apps and Systems on IS&T Web for setup and troubleshooting instructions (https://istweb.apple.com/retail-apps-and-systems/).

# Store Network Rack

The network rack contains network and audio/video equipment that is critical to the business operation of the store.

## General Overview

During store opening hours, we want to ensure customers have an efficient and enriching Apple Retail experience. Make every effort to reduce the traffic on your store network.

The network rack is managed by IS&T. Unless directed by IS&T, no one should access the network rack. If someone from another department asks you to access the network rack, contact the IS&T HelpLine before doing so.

### Do Not

- Do not access any equipment or change any patch cables in the network rack unless requested by IS&T in a critical ticket emergency.
- Do not try to clean the network rack, even to remove dust accumulation or manage cables.
- Do not download disc images, videos, games, or stream music during business hours. Users who put a heavy load on the BOH network can cripple crucial systems such as EasyPay transactions.

## Procedure

1. If your store network goes down, call the IS&T HelpLine to raise a P1 ticket. Have the following information ready:
   - Specific apps or websites affected
   - Specific network(s) affected
   - Switch ID and port number of affected connection
   - Business impact
2. Raise a web ticket with the IS&T HelpLine (https://istweb.apple.com/support) to request network rack maintenance, cable management, or configuration of a port on the BOH Cisco network switch.

## Additional Resources

- See Retail Networks on IS&T Web for more information (https://istweb.apple.com/retail-apps-and-systems/retail-networks).

# In-Store Use iPhones

Each iPhone for in-store use (ISU) has been allocated to a specific team for a specific purpose.

## General Overview

All stores have four types of floater iPhones:

**Red Zone Leader on the Floor Phone:** This iPhone is for emergency communication between the store and Market Support. It must be with the current LOTF at all times. Store your team's contacts in the Red Zone Phone by syncing the iPhone to the managers' Mac. Include these contacts on the Red Zone Phone as well:

- Market Leader, Business Leader, and Market Director
- Loss Prevention
- Local emergency numbers
- Preservation Coordinator and Manager
- IS&T HelpLine
- Global Store Support

**IS&T Phone:** This phone is used to communicate between the store and IS&T (excluding Brazil, Canada, and U.S.).

**Red Zone Activation Phones:** These are floater phones to use during iPhone activations to call carrier support lines.

**Family Room SIM Tester Phones:** These iPhones are used to verify account and network functionality using a customer's SIM card. See GSX or contact askretailservice@apple.com for details. These phones should be expensed, and are not part of store inventory.

Quantities for each type of floater phone are available in the ISU Calculator.

ISU iPhone settings should be adjusted to be passcode protected (known to managers only) and have an autolock of one minute. Set up a custom voicemail greeting for each iPhone using this script: "Thank you for calling the Apple Store, XXXXX. We are currently unavailable. Please remain on the line or if you'd like to leave a message, someone will return your call as soon as possible."

## Do

- Keep iPhones charged and ready for daily use.
- Manage iPhones as ISU systems in Rio and include in store-initiated counts.
- Take care of the customer you're with before receiving, reading, or responding to a Red Zone Phone notification.
- Regularly sync ISU iPhones to back up their data.
- Use the Red Zone Phone wallpaper and vCards available on RetailMe.
- Use the protective cases provided by Market Support. Do not expense extra accessories.
- Report any issues to Global Store Support at storesupport@apple.com.
- U.S. only: Follow instructions on retailwireless.apple.com for any carrier issues.

## Do Not

- Do not reallocate any ISU iPhone units for the sole use by specific teams or individuals.
- Do not take ISU iPhones outside of the store.
- Do not install any non-Apple apps on an ISU iPhone.
- Do not give ISU phone numbers to any external vendors or personnel. The Red Zone Phone is for internal communication only.
- Do not wear headphones, including Bluetooth units, when using an ISU iPhone in the FOH.
- Do not photograph or store any customer information on the ISU iPhones.

## Additional Resources

- See the BOH Standards Guide on RetailMe for set up instruction.
- See the Retail Inventory wiki for detailed instructions on processing RTWs.
- See the Red Zone Phone folder on RetailMe for setup elements.

# Store Phones

All store phone services, including new service, changes to existing service, billing, and voicemail, are handled by IS&T.

## General Overview

In-store telephones are intended for business purposes only. Phones with international dialing capabilities are limited to the manager's office line.

### Do

- Receive management approval in advance for any long-distance or toll calls from the store phone.

## Procedure

1. To adjust your store phone systems settings, open a ticket with IS&T by opening an IS&T HelpLine web ticket at https://istweb.apple.com/support.

2. All questions and inquiries regarding telecommunications services, whether from you or a vendor, should be referred to Global Store Support.

## Additional Resources

- See Apple Retail Store Phones on IS&T Web for setup and use instruction (https://istweb.apple.com/phones/retail-phones).

# Reporting System Issues

If you experience technical difficulties with any in-store system, including telephones, IS&T is here to help.

## Do

- Call the IS&T HelpLine for any critical P1 issues that affect our business or customers.
- Use the IS&T ticket form to submit a ticket for non-urgent system issues: https://istweb.apple.com/support.
- Refer to Retail Apps and Systems on IS&T Web (https://istweb.apple.com/retail-apps-and-systems/). This section has troubleshooting steps available for many Retail apps and systems.
- When calling IS&T for support, make sure the system is powered on and connected to the network.

## Do Not

- Do not turn off BOH machines at night—they need to receive updates or download large files outside of business hours.

## Procedure

1. If you experience technical difficulties with any in-store system including telephones, contact IS&T via the IS&T HelpLine. If you're put on hold, stay on the line. If you hang up, you will move to the end of the call queue and will delay the resolution of your store's issue.

   U.S. and Canada: 800-254-0008, option 2

   Brazil: 55 11 5503 0600

   Europe: +44 20 7111 0027, option 2

   Australia: 1800 423 908, option 2

   China: 400 650 0805, option 2

   Hong Kong: 800 968 272, option 2

Japan: 0800 700 6272, option 2

Macao: 288-722-20, option 2

## Additional Resources

- See IS&T HelpLine Ticket Priorities on RetailMe.
- See Retail Apps and Systems on IS&T Web (https://istweb.apple.com/retail-apps-and-systems/).

# Request System Access

Provisioning is the process used to give access to the systems, applications, and reports we use in our stores to help us enrich the lives of our customers.

## General Overview

Most systems used in our stores assign and update access automatically based on your role and location, providing appropriate privileges (i.e., access to information) required for your job as determined by Market Support. This method of automatically managing user access is called Auto-Provisioning (AP).

Other systems require access to be manually requested; this is known as User-Requested Provisioning (URP). Go to Access Manager (https://accessmanager.apple.com) to review and apply for access to these systems.

Refer to the Access and Provisioning document on RetailMe for access privileges by systems.

### Do

- Visit https://iforgot.apple.com to reset your system passwords.

### Do Not

- Do not request access for systems outside of your authorization level or for those intended for Market Support only.

## Additional Resources

- See the Access and Provisioning document on RetailMe.